



## Minutes LIBRARY ADVISORY BOARD Wednesday, September 2, 2020

Minutes of the LIBRARY ADVISORY BOARD virtual meeting recorded at 6 p.m. on Wednesday, September 2, 2020, held via Cisco WebEx Events.

**(MEMBERS) Present:**

Christopher Watts (Chair)  
Marie Brown  
Marissa Dailey  
Felicia Durden  
Teri Metros  
Chris Sar

**(MEMBERS) Absent:**

Carrie Taylor (Vice-Chair)

**City Staff Present:**

Rachael Brickner, Sr. Management Assistant - Community Services Administration  
Kathy Husser, Deputy Community Services Director - Library Services Division

**General Public Present:**

Larry Conway, President - Friends of the Tempe Public Library

**Agenda Item 1 - Call to Order:**

- Christopher Watts, Library Advisory Board Chair, called the meeting to order at 6:01 p.m.

**Agenda Item 2 - Call to the Audience:**

- No public comment.

**Agenda Item 3 - Approval of the June 3, 2020, Library Advisory Board Meeting Minutes:**

**APPROVED**

- Christopher Watts, Library Advisory Board (Board) Chair, asked the Board members to review the unapproved meeting minutes document dated June 3, 2020.
  - No edits noted or requested.

**MOTION:** Chris Sar moved to approve the June 3, 2020 Library Advisory Board Meeting Minutes as presented.  
**SECOND:** Marie Brown seconded.  
**DECISION:** Motion approved, 6-0.

**Ayes:** Christopher Watts (Chair), Marie Brown, Marissa Dailey, Felicia Durden, Teri Metros, Chris Sar  
**Nays:** None  
**Absent:** Carrie Taylor (Vice-Chair)

#### **Agenda Item 4 - Friends of the Tempe Public Library Report**

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, introduced Larry Conway, Friends of the Tempe Public Library President, and welcomed L. Conway to the Library Advisory Board (Board) meeting.
- L. Conway provided the following report on behalf of Friends of the Tempe Public Library (Friends of the Library):
  - Friends of the Library (Friends) is a committed group of 60+ volunteers who are eager to return to the Tempe Public Library (Library) and anxiously await additional information specific to a return to service date;
  - The Friends organization is delighted that the Library's adjusted service model is performing well throughout the COVID-19 event;
  - Fall season Osher Lifelong Learning Institute (OLLI) classes are scheduled to resume on September 8;
  - OLLI will offer 116 remote classes throughout fall via Zoom Video Communications, Inc. (Zoom);
  - Friends' Connections Café operations are on-hold, while the Friends organization continues to rely on off-site and on-site book donation drop box sites in order to maintain its online book sales;
  - L. Conway praised Jolene Gosling, Friends of the Tempe Public Library Executive Director, for her continued efforts to staff the Friends' offices throughout the COVID-19 event;
  - L. Conway reiterated that Friends' staff members anxiously await the opportunity to safely reopen the bookstore and café.
- Christopher Watts, Library Advisory Board Chair, thanked L. Conway for his report.

#### **Agenda Item 5 - Staff Report:**

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, announced that the Tempe Public Library (Library) will be closed from 5 a.m. on Tuesday, September 8, through 9 a.m. on Thursday, September 10, for a facility generator replacement project.

- The Library will reopen for holds pick-up and lobby service at 9 a.m. on Thursday, September 10;
- The automated Library Book Drop will remain closed; the secured, drive-up Book Drop Bin will remain open to the public.
- K. Husser gave the following Library Status Update:
  - The City of Tempe (City) Reopening Committee (42 members) reconvened last week to discuss state and county metrics, and identified three data points to monitor in conjunction with Centers for Disease Control (CDC) Recommendations;
  - To date, there is nothing additional to report regarding the transition to Phase II of the Library's safe reopening plan;
  - The City's Reopening Committee will meet again in two weeks to discuss state and county metrics, as well as city-wide reopening plans;
  - The Library will continue to have modifications to physical capacity, services and hours in the best interest of staff and public health and safety to promote physical distancing including the installation of plexiglass barriers to establish adequate space between employees and patrons;
  - Another 42,000 titles from the Pima County Library System have been added to the newly-established Reciprocal Lending Agreement (RLA) with OverDrive that exists between the City, the Town of Buckeye, and Yavapai County, making the Library's online resource collection one of the most robust next to the Greater Phoenix Digital Library;
  - The issuance of online Library cards has surged since the COVID-19 closure/service adjustments; 2170 online cards have been issued since March 16 (an increase of 300% year-to-date).
  - Current e-resources increased by 31 to 37% in July and August with many circulations occurring online versus in-person physical materials;
  - Since the implementation of the Library's Phase I adjusted operations, 2200 patrons have utilized the Library's holds pick-up service;
  - The Library receives 2000 holds requests per week; approximately 23000 customers have been served since June 2020.
  - 1019 Library patrons participated in the 2020 Virtual Summer Reading Program; despite the Library's adjusted service model, 645 patrons completed the program, equating to a 62% completion rate, which is also the second highest rate in the valley (Scottsdale was number one with a 65% completion rate).
  - Take-home activity packets were distributed to 750 patrons in conjunction with the Summer Reading Program; more than 1.6 million minutes of reading were logged by participants.
  - As of August 17, all RBDigital audiobooks have transferred over to OverDrive/Libby.

- The audiobook section of RBDigital will remain visible for three weeks while borrowed items are allowed time to expire.
- After three weeks, the audiobook section will disappear; the section will remain visible, but patrons will be unable to borrow items. Patrons will be directed to visit OverDrive upon attempting to borrow an item.
- RBDigital is no longer a platform for eAudiobooks; however, remains the Library's platform for eMagazines and some streaming video.

#### **Agenda Item 6 - Update: Library Strategic Plan**

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, reminded the Library Advisory Board (Library Board) members that the Library has been working to craft and finalize its 2020-2025 Strategic Plan; K. Husser presented the plan to the Library Board members.
  - Personal interviews have occurred in lieu of the previously scheduled public forums to gather partner and public feedback specific to Tempe Public Library's Strategic Plan;
  - Strategic Plan input has been received from 72 individuals, more than 300 residents who completed online and paper surveys; the City of Tempe's Office of Strategic Management and Diversity, Tempe Chamber of Commerce, Library Advisory Board members, Friends of Tempe Public Library Board members, Arizona State University professors and program partners;
  - The plan aligns with City of Tempe values and the Community Services Department's Library-specific performance measures;
  - The plan was developed in alignment with the Library's staff-developed Culture Code;
  - The plan is purposely broad in scope due to the COVID-19 event to allow for possible service platform adjustments to meet ever-changing community needs.

#### **Agenda Item 7 - Member Announcements/Future Agenda Items**

- Kathy Husser (K. Husser), Deputy Community Services Director - Library Services Division, announced that DWL Architects + Planners, Inc. and Dig Studio will attend the Library Advisory Board meeting on October 7 to discuss the Tempe Community Center Campus Master Plan.

#### **Agenda Item 8 - Adjournment**

- Christopher Watts, Library Advisory Board Chair, adjourned the meeting at 6:27 p.m.
- The next meeting of the Library Advisory Board is scheduled to occur at 6 p.m. on Wednesday, October 7, 2020, via Cisco WebEx Events.

Library Advisory Board  
September 2, 2020

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Prepared by: Rachael Brickner; Reviewed by: Kathy Husser

A handwritten signature in black ink, appearing to be 'Kathy Husser', written in a cursive style.

October 7, 2020

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Approval Signature: Library Advisory Board Member